

## **11: PROCTORING POLICY**

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**A.** In an effort to support the goal of lifelong learning and as a public service, the York County Public Library provides proctoring services. Individuals who wish to have an exam proctored must be registered library cardholders in good standing. Exams are proctored subject to the availability of authorized staff and resources.

**B. General Guidelines**

1. A minimum of one-week advance notice is required before any test will be proctored. In addition, all test taking requirements must be received from the issuing educational institution before any tests are taken.
2. There is no fee for this service, but prior coordination between student and proctor must be made. The Library will not incur any costs for administering or returning examinations.
3. The Library will proctor most exams, but cannot proctor online exams that require public access computer settings to be modified.
4. The Library reserves the right to deny service at the discretion of the Director of Library Services if the Director deems the proctoring request to be unreasonable in its demands or too burdensome to administer. The Library will not proctor exams for institutions within a 50 mile radius of York County or for non-residents of the County.
5. The point of contact (POC) at the Tabb Library for proctoring will be the Head of the Adult Services Department. The point of contact (POC) at the Yorktown Library will be the Supervising Librarian. In the absence of either of these individuals at either branch, other Adult Services personnel may be appointed in a temporary capacity to serve as POC. Any Adult Services staff member available must be acceptable as the proctor when student arrives to take the exam.

**C. Student Responsibilities**

1. The student must read and sign the Proctoring Policy.
2. The student must have a valid York County Library card and must be in good standing with the Library system before continuing with the proctor process.
3. The student must schedule a time and date with the proctor to take the examination. Examinations will be administered during the Library's operating hours on Monday through Saturday. Examinations will not be proctored on Sunday.

4. The student must provide the proctor with necessary verification forms and exam instructions.
5. The student must contact the institution to see if the examination has been mailed to the proctor, and arrange for additional exam materials to be sent if the proctor did not receive the first mailed exam.
6. The student must arrive at the appointed time with proper identification and permitted study materials, as well as their Library card to present to the proctor. Large bags or briefcases will be left with the Adult Services staff while taking the examination; however, staff is not responsible for loss or theft of items.
7. The student must contact the institution to see if the completed examination has been received.
8. The student is responsible for payment of sending fees. The Library charges a \$1.00 fee per page to fax, and \$5.00 for regular mail postage. Fees will be paid, in cash only, at the completion of the exam.

**D. Proctor Responsibilities**

1. The main responsibility for the proctor is to preserve the academic integrity of the examination process.
2. Before the exam, the proctor shall fill out the appropriate verification forms and the student will mail or fax the form to the academic institution.
3. The proctor shall receive the examination materials from the institution.
4. The proctor shall carefully read the cover letter sent with the exam and make sure the directions are clear.
5. The proctor shall call the instructor if there are any questions regarding testing procedures.
6. The proctor shall arrange a time with the student to take the exam.
7. The proctor shall instruct the student to any specifics pertaining to the exam, i.e. if the exam is open book, or if the student is allowed to use notes.
8. The proctor shall provide the student with a quiet area where he or she may take the exam with little distraction.
9. The proctor shall allow the student to bring only those materials needed for the exam as instructed in the exam directions.

*Policies of the York County Public Library System*  
**Management Policies**

10. The proctor must check photo identification and Library card of student; if the student has fines or fees in excess of \$5.00 he or she may not take the exam until the amount owed is less than \$5.00
11. The proctor shall tell the student the exact amount of time allotted for the exam. When time is up, the proctor shall pick up the exam whether the student is finished or not. Late arrivals will not be given extra time to complete the exam if the Library is closing for the evening.
12. If the staff person who gives the student the test materials and records the start time must leave before the student has completed, he or she may designate another staff member to collect the exam and sign the required documentation.
13. The proctor shall contact the instructor or institution upon completion of the exam if necessary.
14. After the exam, the POC will sign the required school supplied exam documentation and make a copy of this paperwork as well as the completed exam. This copy will be retained for 6 months. In the event the educational institution does not receive the exam, the student will be responsible for any additional postage/fax fees incurred by the Library in order to resend the copied exam to the educational institution.
15. The proctor shall return the exam to the educational institution via the method indicated by the exam instructions. While the student provides the postage or fax fees, the proctor must mail, fax or email the exam him/herself. Tests will be returned to the issuing institution the next business day.

***Ammended by the York County Library Board of Trustees April 12, 2007.***